

Service-Level Agreement

Between: APIHS Technical Assistance Center (ATAC) and MRP-BS
Riverdale Customer Service Representative

Basic Scope of Agreement: Support for MRP-BS employees in Riverdale, MD

For: June 1, 2001 through June 1, 2002

1. Services to Be Provided by

A. ATAC

1. Services:

Perform first-level support for APIHS Standard Software Applications, to include:

- ② Creation, modification and re-certification of Lotus Notes ids
- ② Modification of Lotus Notes e-mail groups
- ② Support and access for Remote LAN Dial-up (RLD)
- ② Support and access for client access to Lotus Notes version 4.6.2
- ② Support for Lotus Suite applications
- ② Support and access to Agency wide software applications, to include:
FFIS, PCMS, PC-Tare, etc.

When a call is received from MRP-BS personnel according to the SCOPE outlined above, the following procedures will need to be followed:

- ② Initiate an incident ticket
- ② The first of each week, ATAC will generate a report for the Riverdale Customer Service Manager showing which MRP-BS customers contacted ATAC, the incident number, and the category of problems reported. If he needs additional information, he can access the GWI database and retrieve the incident ticket in question.

2. Hours of Operation

Regular Business Hours:

7:00 a.m. EST to 7:00 p.m. EST, Monday - Friday (non-holiday)

After hours, calls will be logged through voice mail or ATAC Mail-In Incident Database on or before the next business day.

3. Service Access

ATAC is accessible via:

Phone - Call 1-877-941ITHLP (1-877-944-8457)

E-mail - Send a message to ATAC@aphis.usda.gov

B. MRP-BS

1. Services

Support APHIS Standard Software Applications

Support hardware / software upgrades

Support peripherals

2. Hours of Operations

8:00 a.m. MST to 4:30 p.m. MST Monday - Friday (non-holiday)

3. Service Access

MRP-BS Computer Specialist is accessible via:

MRP-BS Riverdale Customer Service Phone Number: 301-734-4954

MRP-BS Riverdale CS Team E-mail: cindy.lmowatt@aphis.usda.gov

II. Customer Responsibilities

Use the specified procedures, phone numbers, or E-mail addresses to get support.

III. Call Priorities and Response Times

| <u>Priority</u> | <u>Impact</u> | <u>Response</u> | <u>Resolution</u> |
|-----------------|-----------------------------|-----------------|-------------------|
| Emergency | Critical Component Down | 30 Minutes | 1 Hour |
| High | Critical Component Degraded | 3 Hours | 4 Hours |
| Medium | Non Critical Component | 8 Hours | 12 Hours |
| Low | Other request, question | 16 Hours | 24 Hours |

Resolution will be identified as the steps the technician has taken to either close the incident ticket or requested assistance in closing the ticket. (i.e. Ordered a new piece of hardware/software, contacted Lotus Notes or SmartSuite, etc.)

IV. Service Measures to Be Met

A. By ATAC:

First-level call resolution - 75 percent or greater

B. By Riverdale MRP-BS Customer Service:

First-level call resolution - 75 percent or greater

V. Escalation Procedures

| Level | Initiate When | Call | Phone/Pager |
|-------|---|--------------|----------------|
| 1 | Agreed upon response time Not Met | ATAC Manager | (970) 490-8068 |
| 2 | No Response two hours After Level 1 escalation | Cindy Mowatt | (301) 734-4954 |
| 3 | No Response three hours After Level 2 escalation | Cindy Mowatt | (301) 734-4954 |